

## Regulatory Excellence

Pennswood is obligated to follow federal, state and local laws that govern our business. We are all responsible for learning and staying current in order to perform our job responsibilities.

### Includes

- Committing to honest and ethical billing and communications
- Avoiding any kickbacks for referrals
- Respecting copyright laws
- Operating with standards of financial practices and controls
- Dealing fairly with all who we deal with
- Integrity and accuracy of all documentation
- Voluntarily disclosing when we find we are out of compliance
- Cooperating with government investigations.

**Disciplinary Action** will be taken against any Associate who fails to act in accordance with the Business Integrity Guidelines, the Compliance Program, supporting policies and procedures and applicable federal and state laws.

**Our success depends on your commitment to act with integrity, both personally and as part of our organization.**

## A Personal Obligation:

The success of the Compliance Program depends on each Associate acting with integrity, both personally and as an organization. You have a duty to report any problems you observe.

### Three Step Reporting Process

**First**, speak with your supervisor. He or she is most familiar with laws, regulations and policies that relate to your work.

**Second**, if you are unable to speak with your supervisor, seek out another member of the management team or the Human Resource Director.

**Third**, if you still have a concern, contact the Compliance Liaison or a member of the organization's Compliance Committee.

**If none of these resolve your issue you may call the**

### COMPLIANCE LINE:

**800-211-2713**

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**Karla Dreisbach**  
**Senior Director of Compliance**

**Peace Church Compliance Program**  
**PO Box 156**  
**Gwynedd, PA 19436**  
**Phone: 215-646-0720**  
**Fax: 215-646-0724**



**Peace Church  
Compliance  
Program**

**Business  
Integrity  
Guidelines**



Pennswood Village  
1382 Newtown-Langhorne Rd.  
Newtown, PA 18940

## Business Integrity Guidelines for Pennswood Village

Pennswood Village is a Senior Living Community.

The Compliance Program covers the compliance issues, laws, regulations and guidelines that are relevant to a provider of senior services including residential, assisted living/personal care and skilled nursing services.

Our Business Integrity Guidelines are a shared responsibility that apply to every person in the organization. This includes employees, board of directors, volunteers, independent contractors, subcontractors and vendors who may provide or are involved with healthcare or billing.

As you read this summary of our Business Integrity Guidelines, the word Associate will be used. This term includes all employees, vendors, contractors, volunteers and directors and officers providing care and services here at Pennswood Village.

Our Business Integrity Guidelines are supported and guided by policies and procedures. Any questions regarding our Business Integrity Guidelines or the policies and procedures can be directed to your immediate supervisor, the compliance liaison or any member of the Compliance Committee or Compliance Officer.

Pennswood Compliance Liaison:

**Pat Smith**

**Phone: 215-504-1157**

**Fax: 267-759-1006**

**E-mail: [smith@pennswood.org](mailto:smith@pennswood.org)**

## Care Excellence

The most important job is providing quality care to the residents. This means offering compassionate support to the residents and working toward the best possible outcomes while following all applicable rules and regulations.

### Includes

- Honoring Resident Rights
- Zero tolerance for Abuse and Neglect
  - Any Associate who abuses or neglects a resident is subject to termination as well as legal and criminal action. Abuse and neglect are to be reported to your supervisor immediately**
- Maintaining confidentiality of all resident information
- Respecting and protecting resident property to prevent loss, theft, damage and misuse
- Providing Quality of Care
- Accurate assessment and care planning
- Providing only medically needed services
- Using current practice standards
- Accurate and timely documentation
- Measuring clinical outcomes
- Assuring our workforce has appropriate experience and expertise to provide services
- Quality Assurance programs to improve outcomes
- Committing to comprehensive medically needed services. The Medical Director will have oversight of physicians and other medical services.

## Professional Excellence

The professional, responsible and ethical behavior of every associate reflects on the reputation of our organization and the services we provide. Whether you work directly with residents or in other areas that support resident services you are expected to maintain our standards of honesty, integrity and professional excellence everyday.

### Includes

- Hiring the best qualified employees regardless of race, color, age, religion, national origin, gender identity, sexual orientation or disability
- Employee screening
- Making the workplace a safe, ethical and comfortable environment including a workplace free of substance abuse
- Assuring company privacy and assuring proprietary information is kept confidential
- Following the Gratuities and Gifts policy
- Reporting any actual or potential conflict of interests
- Using property appropriately and respecting property and copyright laws
- Ensuring appropriate use of computers which eliminates improper, unlawful activity, downloads or use of games on our community's computers
- Being responsible as an organization to have honest and ethical vendor relations
- Assuring truth in our marketing and advertising.